

# MICHIGAN LEADWORK

DEPARTMENT OF LABOR & ECONOMIC GROWTH

MARCH 2006

## MCB Training Center Hosts Special Guest: Actor Jeff Daniels

By Susan Turney

**IN THE CAFETERIA AT THE** Michigan Commission for the Blind (MCB) Training Center, a student found an empty seat, set her lunch tray down and folded her cane. As she sat down, another student leaned over and whispered, "The guy on your left? He's Jeff Daniels. The movie actor."

Her jaw dropped. "Are you kidding me?"

No kidding. Film actor Jeff Daniels (of *Because of Winn-Dixie*, *Fly Away Home*, *Dumb and Dumber*, *Purple Rose of Cairo* and *Escanaba in da Moonlight*, to name a few) was at the MCB Training Center in Kalamazoo on March 8 to research his latest film role. He plays a blind man in *The Lookout*, which begins production in Winnepeg later this month.

To prepare for his role, Daniels was particularly interested in learning about Braille and how people move their hands while reading. His agent did a Google search, found the MCB website and called the toll-free number (1-800-292-4200). Sally Postal, the quick-thinking receptionist on duty, immediately put the agent in touch with MCB Training Center Director Melody Lindsey, who extended an invitation for Daniels to visit. The schedule was set, and the agent asked that the visit be kept quiet and low-key, without any media.

On the appointed day, Daniels drove (by himself) from his home in Chelsea. After a brief welcome and orientation by MCB Director Patrick Cannon and Melody Lindsey, Daniels was eager to get to work. "Show me some Braille!" he said. Out came the books.

After the introduction to Braille, student Chris Brown gave Daniels a tour of the center. Daniels also had an hour-long Braille class with instructor Betty Lujan-Roberts, who quizzed him thoroughly on the letters he'd learned. Instructor Jim Baird provided training in how to use a cane in hallways and on stairs.

To the delight (and in some cases, surprise) of students and staff, Daniels also spent about an hour in the cafeteria signing autographs and chatting. When one student asked him to describe himself, he chuckled and said, "I'm about 51. I have a beard for this role. I have short hair. But for this role, I went to the salon a few days ago and got these hair extensions." Grinning, he reached back, pulled the elastic band out of his blondish-brown hair and shook his head. His new locks fell just past his shoulders.

Explaining his reasons for coming to the center, Daniels said, "I play a character who's blind, and has been blind for about 20 or 25



Jeff Daniels in Braille class with Betty Lujan-Roberts (left), instructor, and student Elizabeth Gillis.

years. Acting is behavior, and you want to read and research and observe the behavior that you're going to portray." In response to a question from one of the students, he added, "I think you'll like the character in this film. He's confident and independent, and he's one of the good guys in the film."

Staff at the center were encouraged by Daniels' visit. "We're glad to help," said Melody Lindsey. "If he's going to portray a person who's blind, we're happy to help make the character realistic. We've enjoyed having him here." (Continued on page 2)

## IN THIS ISSUE:

- |                       |                    |
|-----------------------|--------------------|
| 2) Director's Message | 8) National Model  |
| 3) Plawecki Leaving   | 12) Job Fairs      |
| 5) Award Winner       | 13) Bench Building |

# A Message from the Director

I did not expect to be writing this director's message for the March issue of *Michigan LEGwork*. However, as you all aware, Paula Cunningham earlier this month notified Gov. Granholm that she was removing her name for consideration as DLEG director. It had become apparent that the terms of Ms. Cunningham's departure from Lansing Community College would be in conflict with the DLEG leadership position.

Gov. Granholm has asked me to continue in my acting capacity, and I want to thank all of you once again for the terrific assistance and support you have provided during this transition period.

We will be wrapping up a very busy month with our March 30 State of DLEG meeting at the Lansing Community College MTEC. While I wish all of our employees could attend this half-day event, we will ensure that everyone has access to the information provided at the meeting through e-mail messages, the DLEG intranet and this newsletter.

The keynote speaker will be State Demographer Kenneth Darga, who will discuss Michigan population migration patterns. With our department's focus on economic and workforce development, Mr. Darga's presentation will be interesting and most relevant.

In closing, I want to express my appreciation to Deputy Director Dave Plawecki, who has decided to leave DLEG effective April 16. Dave has a tremendous background in public service — in the executive branch of state government as well as in the legislature — and he brought his knowledge and wisdom to bear in many different areas of our department. Please read more about Dave's contributions on page 3. I will miss him as both a friend and colleague.

Sincerely,



Robert W. Swanson

## Actor Jeff Daniels Is MCB Guest, continued

More about *The Lookout*: Daniels plays Lewis Canfield, a blind ex-biker whose younger friend is a former athlete with a cognitive disability. The young man works at a bank and gets pulled into plans for a robbery. Canfield tries to keep the young man out of trouble.

In addition to his film roles and acting for the past 27 years, Jeff Daniels is executive director and founder of the Purple Rose Theatre Company in Chelsea, Mich., and co-founder of the Michigan-based Purple Rose Films. He's written nine plays for the theater company, and he wrote, acted, and directed the Purple Rose Films' version of *Escanaba in da Moonlight* and *Super Sucker* (awarded Best Comedy at the 2001 U.S. Comedy Film Festival in Aspen, Colo.). You can read more about Jeff Daniels and the Purple Rose Theatre at <http://www.purplerosetheatre.org>.



MCB Training Center Mobility Instructor Jim Baird and Jeff Daniels.



MCB Training Center Director Melody Lindsey and Chris Brown, a student, give Jeff Daniels a tour of the center.

## MICHIGAN LEGWORK

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# Dave Plawecki to Leave State Service

By Norm Isotalo

DLEG Deputy Director Dave Plawecki has announced that he will be taking an unpaid sabbatical from state service effective April 16.

He became a DLEG deputy director in April 2003.

Dave oversees the department's labor benefits area, which includes the Unemployment Insurance Agency, the Workers' Compensation (WC) Agency, the Office of Wage & Hour, the MES Board of Review, the WC Board of Magistrates and the WC Appellate Commission.

On his sabbatical, Dave intends to catch up on a number of personal matters that he has not had time for and also to "recharge his batteries" after 35 years of government service at the county, state and federal levels.

He does not preclude the possibility that he might return to government service at some point, which explains why he is referring to his departure as a sabbatical and not necessarily as a retirement.

In 1989, Dave became a deputy director with the Michigan Employment Security Commission, which administered the state's unemployment insurance (UI) and employment service programs.

Over the years, he has also played an active role at the national level, serving on the board of directors and various committees of the National Association of State Workforce Agencies. In 2004–05, he was national chair of the States Unemployment Insurance Committee and is currently helping to lead a national effort with employment security agencies, the Internal Revenue Service and the U.S. Department of Labor to combat questionable employment tax practices, employment schemes or tax practices whose main basis is to evade state and/or federal employment or unemployment taxes.

Dave is also a former state legislator, having served in the state Senate for 12 years, where he held leadership positions as the majority floor leader and chair of the Labor Committee. As a senator, he played an active role in developing the experience-rated tax system for the UI program, group self-insurance for workers' compensation, the state's first Occupational Safety and Health Act, as well as the Open Meetings, Freedom of Information, Right-to-Know and Civil Rights acts. He also earned the distinction of being the youngest state senator in Michigan history by winning office at the age of 22.

In announcing his plan to leave state government, Dave had words of praise for staff throughout his various DLEG agencies by saying that they are the "most enjoyable part of coming to work." He added, "Your dedication and caring for customers has energized me every day."



## Achievements While Dave Plawecki Has Been DLEG Deputy Director

- A special temporary Extended Unemployment Benefits program that leveraged federal funds to provide almost \$170 million in additional benefits to 45,000 long-term jobless Michigan workers.
- Reinvigorating the fair enforcement of Michigan's Prevailing Wage law.
- The rapid transition to telephone, Internet and employer filed unemployment claims after the previous administration had closed local unemployment offices and replaced them with an inadequate claims-by-mail system, leaving hundreds of thousands of jobless workers without timely unemployment checks.
- Reducing and reorganizing the number of higher level appointee positions within the workers' compensation (WC) program in order to keep more WC staff positions.
- Stepped up public awareness enforcement of safe youth employment.
- The initiation of significant efforts to deal with independent contractor abuses, modern day alien worker indentured servant schemes, worker UI fraud and uninsured workers' compensation employers.
- Nationally recognized efforts to combat SUTA dumping at the state and national levels. This is a practice some employers use to avoid paying their fair share of unemployment taxes.

"No single person alone could have achieved these accomplishments. They are a testament to the team of dedicated state employees in the labor benefits area of DLEG — a team I have been proud to be part of," Dave said.



# People on the Move



Congratulations to **Elizabeth Johnson**, who has retired after serving a total of 21 years with the Unemployment Insurance Agency (UIA). Elizabeth started her career as a bookkeeper in the UIA Tax Office, then moved on to become a quality control auditor in the Quality Improvement Section. From there, Elizabeth joined a group of analysts who were selected to serve on the Evaluation Program Review Project. For the past three years, Elizabeth served as manager of the Benefit Payment Control (BPC) Unit in Internal Benefit Services. She and her staff were recently commended by the U.S. Department of Labor's regional office for their high degree of competency and dedication in performing BPC activities.

Best wishes to **Andy Schor**, public information officer for the Office of Financial and Insurance Services, who has resigned to take a lobbying position with the Michigan Municipal League.

Congratulations to **Sherry Scott**, who has accepted the department manager 14 position in the Consultation Education and Training (CET) Division, Michigan Occupational Safety and Health Administration (MIOSHA). Sherry has 16 years of experience with MIOSHA, including four years as an industrial hygienist in the Asbestos Program, seven years in the Occupational Health Division, and five years in the CET Division.

Congratulations to **James Pike**, new human resource developer in MIOSHA's Consultation Education and Training Division. Jim will be conducting training and consultation on the west side of the state. He was a safety inspector in MIOSHA's Construction Safety and Health Division for the past 13 years, and also has 15 years of experience in the International Brotherhood of Carpenters as a journeyman carpenter.

Congratulations to **Stephanie Laney**, a lead worker in the Customer Service Section, Corporation Division, Bureau of Commercial Services, who has joined the Document Review Section as a departmental analyst. Stephanie, who has been with the Corporation Division for seven years, recently completed a bachelor's degree from Ferris State University.



Angela Diro

Congratulations to **Robert Muladore**, new regulation agent in the Lansing/Grand Rapids Regional Unit, Bureau of Commercial Services. Over the past year, Robert was a document examiner in the Corporation Division of Commercial Services. He also has 25 years of experience working for the Michigan State Police and three as the 911 communications coordinator for Calhoun County. Robert has a bachelor's degree in criminal justice and a juris doctorate from the Detroit College of Law.

The Bureau of Commercial Services has welcomed three new employees. **Angela Diro** has joined the Licensing Division as a receptionist. Angela has a wealth of customer service experience gained while working at various medical practices. **Thea Hines** and **Brandon Wilson** are new regulation agents for the Detroit Regional Unit. Thea most recently worked for the Department of State. She holds a bachelor's degree in information systems management from Wayne State University. Brandon has four years of experience with the Department of Corrections and four years with the Inkster Police Department. He has a bachelor's degree in criminal justice from Eastern Michigan University.

Michigan Rehabilitation Services (MRS) has welcomed **Laurie Eggers** as the new executive secretary to MRS Deputy Director **Bettie Shaw-Henderson**. Laurie previously worked in the Departments of Education and Agriculture.

The Michigan Commission for the Blind has welcomed two new staff members. **SueAnne Lewis** is the new part-time secretary in the Saginaw office. She comes to MCB from a temporary employment agency, where she worked in the human resources department. **Jim Hamilton** is the new Department of Information Technology (DIT) analyst in MCB's Lansing (central) office.

A warm welcome back to **Camiel "Mick" VanFleteren**, Bureau of Construction Codes & Fire Safety/Elevator Safety Division, who is the new elevator inspector for Kent and Allegan counties. Mick had retired from the State of Michigan 10 years ago to move to Florida, where he worked as a qualified elevator inspector for private contractors.



Camiel "Mick" VanFleteren



Elizabeth Johnson

# Customer Service: An Award-Winning Priority at the Liquor Control Commission

*[Editor's Note: Michigan LEGwork is pleased to reprint, with permission, major excerpts from an article about the Michigan Liquor Control Commission (MLCC) that appeared in the magazine of the Michigan Licensed Beverage Association. Diana Popp, a freelance writer based in Grand Ledge, wrote the 2005 copyrighted article.]*

The Financial Management Division of the MLCC is winning state and national awards for its customer service and team spirit.

"We have learned to generate ideas to improve customer service by looking at patterns of calls and requests and being proactive in our approach," said Nancy King, director of the Michigan Liquor Control Commission's Financial Management Division. King added, "We also look at changes in rules or legislation to determine information needs that our customers may have."

The division has regular staff meetings to discuss how to do its work better. By building on its ability to respond to customers, division staff has developed a greater sense of accomplishment and a team spirit.

The Financial Management Division has won two awards for its E-Quote system:

- **2005 Best of the Web — Digital Government Achievement Award — Honorable Mention** in the government to business category for its E-Quote system. The designation was awarded by the Center for Digital Government located in Folsom, California.
- **2004 Winner of Best Practices in Product Pricing** was awarded by the Distilled Spirits Industry Council of the United States (DISCUS) for the E-Quote system based on a vote of its members.

According to Steve Robinson, deputy director of the division, "The E-Quote system allows the MLCC to process changes to existing liquor quotations and to submit new products for approval." Changes to existing quotations can include price, UPC number, pack, and label changes. The division processes minor changes. However, quotations for new products are submitted to the Commission for approval before becoming available in Michigan. Each vendor has the ability to make changes to the system and can only view his or her own products. In order to protect the security of the quote, only the vendors can change their particular products in the system.

"Neither the Commission nor any other vendor has the ability to get into the system and make any changes," said Robinson.

A separate part of the E-Quote system also allows vendors to do calculations for their products that include the state's markup and licensee

discounts. By using that part of the E-Quote system, the vendors can choose to do a price quote based on their desired profit level or desired price point. "Everyone who uses it, loves it," said Robinson.

The Financial Management Division also received an award for the following:

- **2005 Spirit of DLEG** — The Spirit of DLEG award was developed in 2004 to recognize superior team values of integrity, trust, customer satisfaction, inclusion, collaboration, and excellence in the Department of Labor and Economic Growth (DLEG). These values exemplify not only good customer service but also the way in which it is developed and delivered. There is a large traveling trophy associated with the award and each winning division has its name engraved on the trophy.

According to Pam Hamilton, an accountant in the Financial Management Division, the employees of the entire department voted on the finalists. "To win the award, we also had to show that we're strong in the core values of the award," said Hamilton, "such as integrity, customer satisfaction, and collaboration. But we also had to show we experience an excellent team spirit."

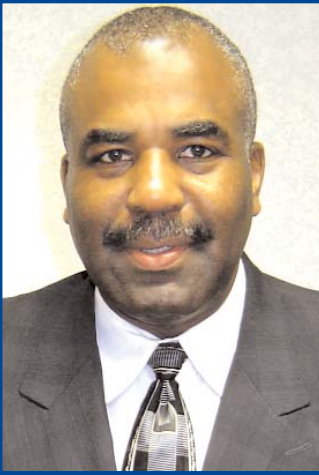
Hamilton added that she and team member Laurie Sutberry, who made the presentations, were able to show that "we have a good time and we're happy to come to work because we work so well together. We have a sense of accomplishment. Our customers are appreciative of the work that we do to help them."



Pam Hamilton, Nancy King and Laurie Sutberry (l. to r.) proudly show off the Michigan Liquor Control Commission's recent awards.



# Professional Activities



Barrington Carr

Congratulations to **Barrington Carr**, manager, Enforcement Division, Bureau of Commercial Services, who received a plaque of appreciation Jan. 18 for his presentation to the Michigan Contract Security Association's (MCSA) annual membership meeting. Barrington spoke of current legislative initiatives and regulatory issues pertinent to the industry. MCSA fosters professionalism in the security industry by establishing standards, promoting ethics and education and engaging the political process for the good of the industry.

Congratulations to **Jennifer Pickard**, word processor in the Licensing Division, Bureau of Commercial Services, who graduated cum laude from Lansing Community College in December. Jennifer earned an associate's degree in business administration, along with four certificates in office administration and management.

Oakland University's School of Business Administration, Center for Executive and Continuing Education, published an article and photo of **Virginia Abdo** and **Forrest Maher**, both with Commercial Services, in the February 2006 edition of its Appraisal Program newsletter. Virginia, with the Licensing Division, and Forrest, with Enforcement, were guest speakers at a seminar co-sponsored by the Detroit Chapter of the American Society of Appraisers. The purpose of the seminar was to update Michigan real estate appraisers on licensing criteria and the application process as well as the state's complaint and enforcement response process.



Jennifer Pickard

DLEG is proud of **Sherry Gordon**, assistant supervisor, West Region, Michigan Commission for the Blind, who served as the assistant director for the 2006 Midwest Regional Goalball Tournament, held Feb. 25 and 26 at Western Michigan University in Kalamazoo. Thanks also to these other MCB staff who volunteered: **Barb Wile**, rehabilitation instructor, MCB Training Center, Kalamazoo; **Lisa Kisiel** and **Shelley Masion**, rehabilitation instructors, Kalamazoo Regional Office; and **Julia Burdgiek**, a Department of Information Technology employee detailed to MCB in Lansing.

For those who are not familiar with goalball, Sherry has provided us with this description: "Goalball was developed shortly after World War II as a recreational activity designed specifically for veterans who had lost their sight. Goalball is played indoors, on a court about the size of a volleyball court. The ball is about the size of a basket-

ball, but unlike a basketball, it has six to eight bells inside it and eight small sound holes. The ball doesn't bounce like a basketball — it's thrown using an underhand throw, similar to throwing a bowling ball. However, the goalball is thrown as hard and as fast as possible and it usually travels 30 to 35 miles per hour. This is a really fast-paced game! There are up to six players on a team, but only three players from each team are on the court at a time. Teams are positioned at opposite ends of the court. All players are blindfolded so that they are equally occluded and nobody has an advantage. Players wear hip, elbow and knee pads for protection.

"When the ball is thrown at your team, you need to listen for the ball. Goalball is a totally audible sport. Therefore, the spectators must be extremely quiet when the ball is in play. When you hear the ball, the object is to block the ball with your body. The most efficient way to do this is to fall on the floor on your side with your top leg bent into a triangle shape, knee pointing toward the ceiling. This provides the maximum amount of surface area to block the ball.

After blocking the ball, the player grabs it, jumps up, and either hands it off to another team member or throws it back at the opposing team. There are two 10-minute halves and two sighted officials; however, sometimes, like in any sport, we wonder how well those officials can see. ..."



Marya V. Sieminski

Gov. Granholm has named **Marya V. Sieminski** to chair the Qualifications Advisory Committee (QAC). An attorney, Marya has been member of the QAC since December 2003. The QAC reviews and rates applicants interested in serving on the Workers' Compensation Board of Magistrates and Workers' Compensation Appellate Commission.

Staff of the Mid Michigan District of Michigan Rehabilitation Services assisted with a Transition Reality Store at Delta College on March 7. The Reality Store was developed to help teens start thinking about their futures, the financial resources they will need for their desired lifestyles, and the role education plays to help them achieve their personal and professional goals. At the Reality Store, the 600 participating students envisioned what their lives will be like when they are in their mid 20s, what jobs they will have, and if they are single or married. They were given a "checkbook" with a deposit equal to one month's salary in their chosen career. As they went from booth to booth to pay bills and purchase items, they saw reality take shape.

Feedback from the students was positive: they indicated they learned to manage their money and make wise career and life choices. MRS staff



Forrest Maher and Virginia Abdo

## Professional Activities (continued)

assisting with the event were **Tina Adam, Rex Donoghue, Linda Hartgrove, Linda Parent, Laura Gould, Leonard Meisel, Marcy Shappee, Deb Lord, Al Armstrong, Pat Bray, Dennis Fisk, Gary Holik, Ellen Carlson and Holly LaBelle.**

Gov. Granholm has named **Murray Gorechow** to chair the Workers' Compensation Board of Magistrates. Murray had been the acting chair, succeeding **Jack Nolish**, who is now director of the Workers' Compensation Agency. Murray was originally appointed to the board in June 2004. The WC Board of Magistrates conducts hearings in disputes that arise under the Workers' Disability Compensation Act of 1969 and hears cases related to workers' compensation claims.



Jack Nolish

Gov. Granholm has reappointed **Bruno Czyrka** to the Data Collection Agency Governing Board, where he will represent the executive branch for a term ending December 31, 2006. Bruno has served

on the Board since 1991. The Data Collection Agency collects data from the workers' compensation insurance companies. After a data review by an actuarial firm, the DCA reviews the methodology and the results and makes a recommendation about the workers' compensation pure premium rate for the coming year.

The Committee on Minority Presence (COMP) recently honored **Jack Nolish**, director, Workers' Compensation Agency, for his work in putting together the trials and practice seminar series the agency held last August. The seminar series was held at four locations in the state and drew over 100 attendees. The series offered an overview of the state's workers' compensation law as well as trial practices before WC magistrates, a look at the medical area of workers' compensation and a panel discussion by experts in the field. The seminar also helped to diversify membership on the Board of Magistrates by attracting minorities and women to apply for magistrate's positions.



Murray Gorechow



Bruno Czyrka

## Shorts

Employees of the Michigan Public Service Commission (MPSC) participated in two different Walks for Warmth on Saturday, Feb. 25. Commissioner **Monica Martinez** participated in the Wayne-Metropolitan Community Action Agency Walk in Taylor. Participating in the Capital Area Community Services Walk in Lansing were MPSC Chairman **J. Peter Lark, Sharon Feldman, Lois Gruesbeck, Orji Isiogu, Angela McGuire, Chrissie Pearce, Linda Rigas, Sharon Theroux and Maggie VanHaften.** The MPSC donated funds raised by the walkers as well as money from its Casual Wednesday fund to local agencies of the Michigan Community Action Agency Association. A total of \$1,995 was donated to help people with heating costs.

The Office of Media Technology has announced that *Spirit of DLEG*, the fourth video in DLEG's Communicator Series, is now available. *Spirit of DLEG* showcases the participants of the 2005 Spirit of DLEG awards, highlighting their commitment to the values of inclusion, excellence, teamwork and integrity. The video reminds DLEG employees of the successes to be gained when these values are kept at the forefront of everything they do. Managers and supervisors are encouraged to build time into their staff meetings to show this video. Please contact **Veronica Armstead** in OMT at (313) 456-2930 for a copy of *Spirit of DLEG*.

Thanks to all of you who contributed your Casual Wednesday two dollars to the designated February charity, the H.O.P.E. Scholarship Connections Fund at Lansing Community College. Because of your generosity, DLEG has donated nearly \$2,000 (\$1,959) to this worthy program. T charities — one for people and one for pets — have been selected for March: the Capital Area Humane Society and Loaves and Fishes, a Lansing-based charity that provides food for needy families.

**Lori Parr** in the Department of Treasury, who coordinates blood drives for the Ottawa Building in Lansing, reports that the last Ottawa drive "took in 78 pints and seven new first timers. That is awesome!" Lori said she is gearing up for the next drive on Friday, April 7. "Please contact me for an appointment. Remember the reason you are donating — to save lives; your gift to three people, just like you and me." Lori can be reached at (517) 373-3489 or [parrl@michigan.gov](mailto:parrl@michigan.gov).





# Michigan's Communication with Veterans Becomes National Model



When Michigan's first-ever state-sponsored veterans seminar was held last November, its planners and coordinators didn't know it would produce a national "first."

But it has, and now Michigan is being looked to as the expert in pulling resources together and building relationships to give veterans all of the information they need to live productively as civilians.

More than 200 human service providers, veterans, and legislators and their aides attended the Nov. 1 and 2 seminar in Lansing, which was sponsored by State Senators Laura M. Toy and Valde Garcia and the Department of Labor & Economic Growth. It was the first time Michigan had brought together representatives from federal, state, and community agencies to speak about resources available, particularly for veterans just returning home.

One of the seminar highlights was the distribution of a newly published guide that contains information about both Michigan and federal benefits for veterans. More than 1,400 copies were distributed at the seminar; copies have also been sent to all 50 states.

The booklet has quickly become very popular because it represents the first time state benefits and federal benefits for veterans have been placed in one publication. "There has been a lot of good feedback," said Bill Milzarski, with DLEG's Michigan Commission on Disability Concerns and chair of the veterans seminar.

"Now other states are looking to develop something similar for their veterans."

Florida is a good example. The Florida State-wide Independent Living Council has begun planning its own veterans seminar and resource guide. "They heard what we did here in Michigan and they want to replicate it. They asked me to come down to assist them," Bill said. "I have started making contacts with their federal and state veterans, as we did here."

Another important spin-off from the November seminar is the new Joint Veterans Council of Michigan, co-chaired by Brig. Gen. Carol Ann Fausone, assistant adjutant general, Department of Military and Veterans Affairs, and Terry Fobbs, DLEG policy administrator. Former DLEG Director David C. Hollister had asked Terry to initiate a collaborative group to capitalize on veterans resources and eliminate duplication of services.

The council has already met three times and has adopted this mission statement: "Coordinate, collaborate and integrate all resources available to assist all of our veterans, and their families; past, present and future in the State of Michigan."

Represented on the council are Veterans of Foreign Wars (VFW), the federal Veterans Employment and Training Service, American Legion, Michigan Army National Guard, and a number of other service providers and veterans groups.

"To the best of our knowledge," Bill said, "no other state has invited everyone to the table."

*(Please see page 9 for Special Deliveries from the Director to six DLEG staff members who helped plan the November veterans seminar.)*





# Special Deliveries

## Special Deliveries Go to Six Employees for Planning Model Veterans Seminar

Six Department of Labor & Economic Growth staff members have been honored with Special Deliveries from the Director for the various roles they played in planning and coordinating the successful state-sponsored veterans seminar held in November 2005 (see page 8).

They are **Bill Milzarski**, rights representative, Michigan Commission on Disability Concerns; **Jim Garrison**, business services representative, and **Holly LaBelle**, rehabilitation assistant, both with the Mt. Pleasant office of Michigan Rehabilitation Services; **Rich Kryza**, veterans employment representative, Saginaw office, Field Services, Bureau of Workforce Programs; **Scott Creswell**, veterans employment representative, Project MOVE, Workforce Programs; and **Lynne Breen**, communications specialist, Office of Media and Public Relations.



Bill Milzarski (left) proudly displays his Special Delivery alongside Duncan Wyeth, director of the Michigan Commission on Disability Concerns.



Scott Creswell, who left DLEG at the end of January to accept a position with Dale Carnegie Training, is shown with Janet Howard (left), deputy director of Workforce Programs, and Brenda Njiwaji, director of Workforce Programs.



Rich Kryza shows off his Special Delivery with Bruce Griffith (right), regional director, Field Services, Workforce Programs, and Tony Leone (left), regional manager, Field Services, Workforce Programs, who is the immediate supervisor of veterans employment representatives.



Jim Garrison and Holly LaBelle pose with Michigan Rehabilitation Services Mt. Pleasant Site Manager Thom Lang (far left) and MRS Mid Michigan District Manager Lou Adams (far right).



Lynne Breen and former DLEG Director David C. Hollister.

## Kathryn Groendyk Does Extra Research to Assist Fellow Staff Members



From left to right, Chris Peretto, director, UIA Customer Services; Kathy DeBruine, Kathryn's supervisor; Kathryn Groendyk; Margaret Evans; and Sharon Moffett-Massey, director of the Grand Rapids Remote Initial Claims Center.

Congratulations to Kathryn "Kitty" Groendyk, lead worker at the Unemployment Insurance Agency's (UIA) Remote Initial Claims Center (RICC) in Grand Rapids, who has been presented with a Special Delivery from the Director.

Kathryn was nominated by Margaret Evans, adjudication coordinator, who wrote: "Kitty has gone the extra mile to help UIA staff in all three RICC centers with reference guides to aid in performing their jobs. I am the adjudication coordinator, and I put out bi-weekly bullets of errors that staff need to be made aware of; these bullets are reviewed in staff meetings. Each month Kitty uses one question that needs more explanation and does the research and puts it out in a "Did You Know" question-and-answer newsletter. She includes where staff can find the issue addressed in the MES Act, Benefit Interpretation and Procedures. I feel that she needs recognition for taking the time to research these issues."

## Document Review Unit in Commercial Services Complimented for Super Bowl Assistance



From left to right, Ann Baker, Jennifer Gollbach, Cathy Jenks and Jim Lotoszinski.

Congratulations to Jim Lotoszinski, manager, and Jennifer Gollbach and Cathy Jenks, document examiners, Document Review Unit, Corporation Division, Bureau of Commercial Services, who have been presented with Special Deliveries from the Director.

Corporation Division Director Ann Baker nominated Jim, Jennifer and Cathy for the awards. In a Feb. 10 e-mail message to Jim Lotoszinski, she said, "I saw Tim Damschroder from Bodman LLP in Ann Arbor at the seminar in Troy today. In a conversation with a group of several attorneys from southeast Michigan, he mentioned that he represented the NFL in the recent submission to our office regarding the Super Bowl. He was very impressed with the prompt service he received on January 18 that allowed NFL to have several marks registered the same day as we received them. It is always nice to hear compliments on the service we provide, but it was especially nice that he was sharing his positive experience with others. He asked me to extend to you his personal thanks and appreciation for a great job. He was very pleased to be able to deliver the mark registrations to his client prior to Super Bowl weekend. Thank you for a job well done. Please extend appreciation and thanks to your staff who helped accomplish this task so quickly."



# Special Deliveries

## Kurt Wanamaker 'Saves the Day' for Manager Training Session

Congratulations to Kurt Wanamaker, desktop publishing assistant with the Michigan Occupational Safety and Health Administration (MIOSHA), who has been presented with a Special Delivery from the Director.

Kurt was nominated by Ken Vasilnek, personnel administrator; Patty Gamin, labor relations director; and Myrtle Gregg-LaFay, equal opportunity director, who wrote: "The Office of Human Resources Manager Training Team is nominating Kurt Wanamaker for his 'Great Job' of assisting us to set up our training. On the morning of Tuesday, Jan. 31, we arrived at the General Office Building scheduled to train a group of 50 DLEG managers. We have used this location on several occasions and we normally allow 30 minutes to set up. This involves the rearranging of tables, setting out the training manuals and coffee and bagels, testing microphones, connecting the laptop computer for PowerPoint presentations and checking the VCR to run training tapes.

"When we arrived we were advised that the computer projector for the room was out of service. So we were directed to the MIOSHA training team to secure another projector. Kurt took the time to get the projector and cables and brought them down for us to use. When he connected the projector, we realized the 'out for repair' projector was a key part in the room's audio-visual system, and he had to secure an additional VCR and cables to make it functional. Kurt quickly secured the VCR, connected it to the projector and gave instructions on how to operate all of the new connections. In addition, he reappeared at the lunch break to make sure things were going well and came back at the close of the session to replace the equipment back to the owners. Without his valuable help and assistance, we would have inconvenienced the group of managers and delayed the training. Instead, it went off without a hitch and was seamless to the manager trainees. Kudos to Kurt Wanamaker as he was our hero for the training."



From left to right, Office Supervisor Claudia Nevins, Kurt Wanamaker, and MIOSHA Director Doug Kalinowski.

### "Special Delivery from the Director"

I would like to nominate the following staff member to receive a  
'Great Job' acknowledgement from the Director:

Name of Nominee:	Submitted By:
Office/Bureau of Nominee	Job Title of Nominee
Telephone # of Nominator	Office Location of Nominee

The reason I am nominating this person:

Office/Bureau Director:	Date:

**Bureau Directors: Forward to Linda Cook—DLEG Media Office, 4th Floor, Ottawa Building, Lansing**  
**E-mail: CookL1@Michigan.gov --OR-- FAX: 517-241-1580; Phone: 517-241-0199**

# Internship with Disability Office Helps Law Student Win Competition



Jaime Wallace had served as an intern with Bill Milzarski for just seven weeks when she entered and won the ABA regional competition. An attorney himself, Bill said he believes it is important to introduce interns to real issues that are dealt with daily by the Michigan Commission on Disability Concerns.

The motto for the state of Michigan is “If you seek a pleasant peninsula, look about you.” Perhaps the Department of Labor & Economic Growth should adopt this motto: “If you seek a successful internship, look to DLEG.”

Jaime Wallace, who graduates from Cooley Law School in Lansing this May, found that her internship with William Milzarski, a rights representative with the Michigan Commission on Disability Concerns, resulted in her winning a regional American Bar Association (ABA) competition and a trip this month to St. Petersburg, Fla.

It all began in February when Jaime and a fellow law student entered the ABA Law Student Division’s Client Counseling Competition, which simulates a law office consultation and follow-up analysis.

Jaime and her partner placed first in the regional competition, which took them to St. Petersburg for the national competition, where they placed third.

Because this year’s ABA competition topic was “employers and employees,” Jaime felt she had a distinct advantage because she has learned first-hand about rights and responsibilities under the Americans with Disabilities Act while serving as a DLEG intern.

“If I hadn’t worked with Mr. Bill,” Jaime said, “I don’t know that we would have been as successful as we were. I was able to apply not only the law but also the practical experience I have gained, which includes reasonable accommodations and employee reinstatement.”

Both Bill Milzarski and Kim O’Leary, a faculty member at Cooley Law School, have expressed much pride in Jaime’s achievement. “Jaime and her partner are going to be excellent attorneys,” Kim O’Leary said.

## Sites Are Midland and Clare Employment Seekers Have Two Job Fair Opportunities in April

Two separate job fairs to assist people looking for employment are being held in April.

On April 12, the **Mid Michigan Job Fair** will be held in Midland in the Great Hall at Valley Plaza from 12 noon until 3:30 p.m. Job seekers will have a chance to meet with more than 65 local and statewide businesses/organizations with a variety of employment opportunities. A blood drive, coordinated with the Michigan Community Blood Center, will provide attendees with an opportunity to donate blood.

The job fair is being co-sponsored by Michigan Rehabilitation Services, the Bureau of Workforce Programs, Saginaw-Midland-Bay Michigan Works!, Sanford American Legion Post #443, and the American Legion Department of Michigan. DLEG staff assisting with arrangements are Jeff Eagle, Rich Kryza, Greg Smith, Jim Garrison, Linda Hartgrove, Mary Kent, Holly LaBelle, Alexa Matthews, Kevin Gorney, Sue Mann, Allison Hudson, Paul Kuehl, Carrie Prosowski and Linda Parent.

On April 19, the **Eighth Annual Central Michigan Job Fair** will be held at the Doherty Motor Hotel in Clare from 9 a.m. to 12 noon. More than 50 employers will be on hand to discuss both permanent and seasonal opportunities. Co-sponsors are Michigan Rehabilitation Services, the Bureau of Workforce Programs, Michigan Works! Region 7B Employment and Training Consortium, and Mid Michigan Community College. DLEG staff assisting with arrangements are Roger Raleigh, Martha Ryckman, Ellen Carlson, Anne Haase, Dennis Fisk and Thom Lang.

For more information on the job fairs, call (877) 901-9185 (toll free) or (989) 773-5925. Both numbers are accessible by TTY.



# Alcohol Screening Day Is April 6

Fridays have long been hailed as “TGIF!” (Thank Goodness It’s Friday!). A time to celebrate after work with a “cold one” at the nearest favorite hang-out, or kicking back in a favorite recliner with a chilled glass of wine — all in the spirit of celebrating a hard week’s work.

The consumption of alcohol has become an almost expected tradition at sports events, family gatherings, celebrations, social events and even backyard barbeques.

National Alcohol Screening Day (NASD) is acknowledged one day a year for the purpose of drawing the public’s attention to the growing use and abuse of alcohol consumption by both genders across all ages and ethnic backgrounds and whether or not one works.

The goal of NASD — this year April 6 — is to educate and inform the public of the concerns, negative impacts and dangers of alcohol consumption. NASD offers resources to individuals on where to obtain further information, telephone and computer online screenings, and confidential counseling.

Alcohol is a drug and, unknown to many, acts as a depressant. Consumed alcohol affects every part of

the body, and individuals react differently to its effects. Depending on the amount consumed, one can feel comfortable—or one can become very aggressive, resulting in conflicts. It can lower one’s inhibitions and cause one to act in a manner that is not normally part of his or her personality.

Should you be concerned about your drinking, or that of a loved one?

Since 2000, the Employee Service Program has sponsored a free, anonymous and confidential alcohol-screening program for State of Michigan employees who may have questions on the use and abuse of alcohol.

Over the past five years, nearly 2,000 employees have completed a screening, either by calling toll-free 1-800-887-5676 (available 24 hours/7 days a week) or going online at [www.michigan.gov/esp](http://www.michigan.gov/esp) and clicking on “Interactive Screening Program” (keyword: espmi).

For additional information, or if you would like to schedule a free, confidential session with an Employee Service Program counselor, please call (517) 373-7630 or 1-800-521-1377, Monday through Friday, 8 a.m. to 5 p.m.



## MCTI Cabinetmaking Students Build Benches for Administrative Law Judges

By Patty Miller-Kramer

Jim Wellever, cabinetmaking instructor at the Michigan Career and Technical Institute (MCTI), was contacted last fall by Dave Thomas, director of DLEG’s Office Services.

Dave had an interesting proposition for the Cabinetmaking Department at MCTI: Would they be interested in building benches for the administrative law judges?

Jim saw this as “an opportunity for a real world project” that included tasks relevant to the training program.

Because MCTI is a training environment, the school must always be cognizant of working on projects that prepare the students for competitive employment. “There is a delicate balance between the training requirements of our students and relevant projects,” Jim said.

The training schedule often does not allow “production” projects of this magnitude. The request was for 20 benches.

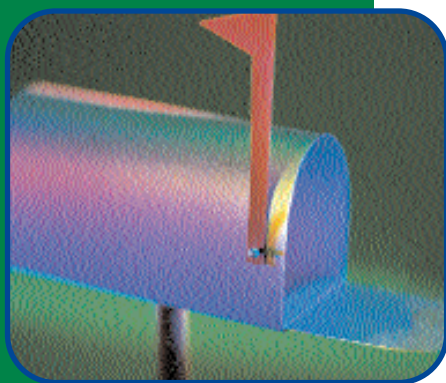
The first five benches were constructed and delivered before Christmas 2005. During this project, students applied skills in programming and operating the CNC router, panel saws and a five-head spindle moulder, along with a broad range of assembly and fitting skills. Project tasks were varied enough so that beginning and advanced students could work together.

Dave Thomas remarked that the benches they had received were of “consistently high quality.”

The MCTI Cabinetmaking/Millwork Department has good rapport with industrial employers throughout the state of Michigan as evidenced by the 100 percent placement rate last year.



Administrative Law Judge Richard Smith with the State Office of Administrative Hearings and Rules (SOAHR) sits at one of the benches made by MCTI Cabinetmaking students.



## We Get Letters ... and E-mails!

Nancy Foltz with the Office of Great Workplace Development sent this message to DLEG Human Resources Director **Rita Canady**: "Appreciation and gratitude are extended to **Deb Young** and **Lindy Sigulinsky**! The Office of Great Workplace Development is recognizing Deb and Lindy for their talents, energy and creativity in coordinating the MI 360 rollout as agency administrators for DLEG. Their work on this project exemplified the four values of excellence, integrity, inclusion and teamwork. They were instrumental in making the MI 360 successful in DLEG by working with the Leadership Team to identify orientation and debrief facilitators, scheduling them for training, and following up to assure the facilitators were prepared to deliver the training, including the materials. Deb and Lindy also worked with DIT and OGWD to identify and resolve the technical challenges we experienced with different computer platforms and software configurations for DLEG employees and leaders. The rollout also involved identifying dates, times and locations for orientation workshops for each leader, which required sound organizational and strategic skills. They did an excellent job! Once the MI 360 Survey was completed for a group of leaders, they scheduled groups to attend a Debrief Workshop to receive their feedback report. Their planning and organizational skills were tapped again; and, again, the results and follow-up were outstanding. Deploying a new program requires understanding and patience about change, listening and learning. They did both. Within DLEG there are 468 leaders who have completed the MI 360 Survey and received feedback; more than 4,000 people provided feedback to the leaders! OGWD salutes Deb and Lindy for their dedication, advocacy and contributions to making DLEG, and Michigan, a great place to do great work!"

The Unemployment Insurance Agency's **Remote Initial Claims Center (RICC) in Detroit** received a thank you from the Most Holy Trinity Church for a holiday donation the RICC staff made to the church and its efforts to help the poor. Rev. Russell E. Kohler said in a letter to **Yvonne Tucker**: "I am writing to thank you and your company for the 15 dozen pairs of socks, 60 bottles of foot powder, 60 bottles of rubbing alcohol, 60 pairs of gloves and 60 packs of men's underwear that were donated. This donation in support of our daily efforts helps us keep our doors and hearts open to the poor."

The Unemployment Insurance Agency's **Remote Initial Claims Center (RICC) in Grand Rapids** has received a number of phone calls from customers who have been satisfied with the service they have received. Here is a sampling of some recent phone messages: **Ronisha Bryant**, an unemployment insurance examiner (UIE), was complimented by an unemployed worker who said Ronisha was "very kind, very helpful and very pleasant. She

placed me on hold for a brief second to double-check the information. She took the time and energy to research the information correctly. I would like to say thank you to Ronisha and to your company for hiring her, and you need more agents like her."

One claimant was so satisfied with the excellent customer service he received from UIE **Debra Hancock** that he left two phone messages with the RICC to make sure the center was aware of her good work. He said, "I would like to compliment Debra on the professional way she handled everything. She got all my information and took care of everything. I really appreciate her going the long yard for me." He also added that Debra took care of him in a very professional and efficient manner. Another unemployed worker complimented Debra for her service. She said, "Debra Hancock helped me with my registration for benefits. She is a real gem of an employee! I am just totally devastated over the loss of my job. She was so comforting and caring with her kind words. I wanted to call and let you know you couldn't have a better employee. Keep her. She is great! God love her and thank you!"

UIE **Mark Ellis** was the subject of another caller's message. The caller had spoken with Mark and found him to be very supportive in helping him to understand his unemployment claim. The caller greatly appreciated the kind and helpful service he received.

Another unemployed worker wanted to pass along a good word for UIE **Letha Robinson**. The worker said, "Letha was a great help. She was patient and explained everything. She was just wonderful." A second caller also had good things to say about Letha and spoke with Letha's supervisor. She said Letha's customer service was impeccable, and she was very attentive and listened to the caller's questions. The caller added that Letha even offered to get back with her regarding a question and ended the call by thanking UIA for hiring people like Letha.

A resident of Plymouth recently wrote to the Michigan Public Service Commission, noting the exceptional service she received from **Howard Bradshaw** of the Service Quality Section. In her dealings with an alternative gas supplier and a utility company, the consumer became frustrated and contacted the PSC. Howard Bradshaw, she said, "patiently listened to us, verified our situation and made countless calls and wrote e-mails to both companies on our behalf. Thanks to him, we received a refund check. It is wonderful to know that help is available to consumers in Michigan."

**Betty Rush**, a rehabilitation instructor at the Detroit office of the Michigan Commission for the Blind (MCB), received this letter of thanks from a Brownie troop in Southeast Michigan: "Thank you for coming out to our school and teaching our



# [More] Letters ... and E-mails!

Brownie troop about low vision and blindness. We all really enjoyed it. Our school is just starting a fundraiser called 'Reading with Feeling' to support Braille books." Betty also received this letter from the recently formed Plymouth Library Support Group: "Thank you so much for taking the time to speak to our support group for people with low vision at the Plymouth District Library. Your talk was very informative as well as enjoyable. We are so glad you could speak to us."

MCB Lansing Rehabilitation Instructor **Roberta McCall** received this letter from an appreciative client: "Words cannot adequately express my appreciation to you and to **John [Armstrong]** for your invaluable assistance to me during this difficult transition to the world of low vision. The sudden loss of my vision in April necessitated giving up my life and family home . . . to live with my daughter. As a first step, I learned of the Library for the Blind's presentation of a workshop on transportation services. At the workshop, we had an opportunity to meet you and arrange an appointment for July. In the meantime, the staff of the Library introduced me to the marvelous Speaking Book program. As a former avid reader, one of my greatest fears was assuaged by this program. Then, your workshops continued to provide information on adaptation devices and suggestions for living with low vision that has eased my transition and provided the positive attitude adjustment I needed. You continued to support me with the home visits and the opportunity to attend the Mini Adjustment seminar in Jackson in August. The seminar allowed me to realize those of us with low vision face many similar frustrations and gave me the incentive to pursue further training at Kalamazoo. As a result of our subsequent trip to view the facilities in Kalamazoo, I am now looking forward to attending the Kalamazoo Center in April. I am in awe of the services provided by the Commission. As their representative, you are truly an inspiration not only to me but to many other low vision individuals I have met. Having experienced low vision yourself and dedicating your life to helping those along the way is a commendable service. Your interest and support of me has been the 'wind beneath my wings' during this difficult transition period."

Roberta also received a copy of this letter, which a client sent to State Senator Cameron Brown: "I want to thank you for the help I am receiving from the Michigan Commission for the Blind. Their representative, Roberta McCall, and her assistant John Armstrong were very helpful to me in coping with my macular degeneration. This Commission is doing wonderful things and I do want to show my appreciation for all that is being done for me. How fortunate we are to have such dedicated people in this field."

The following letter was sent to **Deb Bouts**, site manager of the Clinton Township office of Michigan

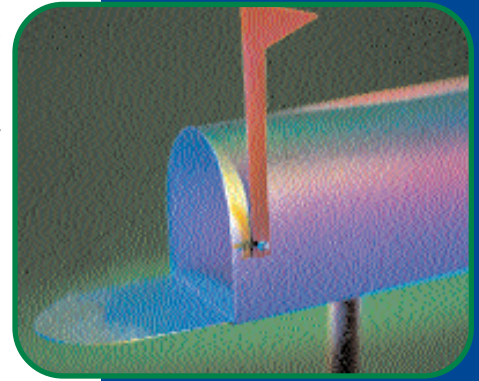
Rehabilitation Services (MRS): "This letter is to confirm and to bring to your kind attention the exemplary way **Mr. Joseph Skupin**, one of your vocational counselors, is attending to the needs of my son, and to the rest of his clients. I have never met a government employee who is so approachable, accommodating, trustworthy, reliable, and compassionate towards his clients as Mr. Skupin. He is one employee who is a rarity nowadays and revives our usual trust and confidence toward public officials. I pray you won't overlook Mr. Skupin when opportunity for promotion in your site opens up. I'm sure he'll make a very good example for other employees to emulate, what with his very exceptional work ethics."

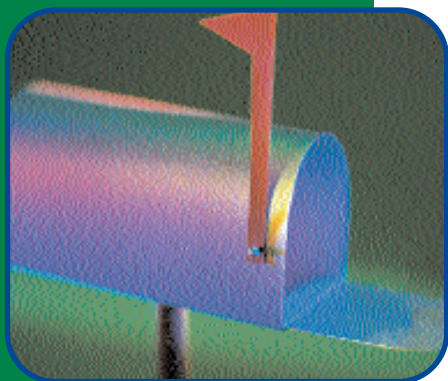
**Marcas Bradley**, a counselor at the MRS Detroit Mack office, received this letter from a parent of a client: "I would like to take this opportunity to thank you for your kind assistance. You were very professional and courteous in responding to the questions posed and the concerns regarding my daughter. She continues to work part-time for MNP Corporation. Again, I thank you for your help and I would recommend anyone with similar needs to contact you with respect to employment related matters for individuals with special needs."

**Dorr Warner**, site manager of the MRS Jackson office, received this e-mail message from Joel Freehling, special populations consultant, Jackson Area Career Center: "I just thought I would pass on a positive note about **Sheila [Eder]**, rehabilitation counselor]. She has been a great help to us once again this year. She has really done a nice job of coordinating with us here at JACC (opening cases, meeting with potential students, work study programs, etc.) to make sure our students get what they need. I figured with your job, you're often notified of the problems we all encounter, but I thought it would be a nice change to hear some positive things as well. Take care."

A newly employed client of **John Bosker** and **Nancy Terry** at the MRS Battle Creek office sent this note to Site Manager **Vicki Rafferty**: "I am very thankful to John and Nancy. Without them, I would not be where I am. They were very polite and courteous and respectful toward me. They were also there for me and helped me more than I ever expected or asked for. They rock!"

The following letter was sent to **James Bunton**, manager of MRS's Ann Arbor District: "I feel the service I received from Michigan Rehabilitation Services has helped me tremendously. I have gained a wealth of information from my counselor and business advisor. I feel I am more confident now in supporting myself with a disability. Before getting involved in a relationship with MRS, I did not have





## [More] Letters ... and E-mails!

any confidence or any ideas on how to take care of myself with a disability. MRS assisted me with my business plans, purchasing my equipment, and providing ongoing support in helping me become self-sufficient. MRS did a great job advising me on how to run my business. For example, my counselor, **Jean**

**McCullough**, gave me many marketing ideas on how to approach and meet potential clients.

At first, I did not have a clue on how to reach customers without the help of my counselor. I was scared and hesitant, but not anymore. The business planning strategy also was a tremendous help. As my business advisor, you steered me in the right direction for success. You advised me to attend a conference and give a presentation. As a result of the conference, I have clients who have purchased my service. Overall, MRS did an outstanding job and I would not have been successful without their assistance. The service was great and I have thanked them very much in giving the assistance I need. I can work independently with a disability. I feel I am confident now to go on and be more successful in the workplace.”

**Mike Mason**, industrial hygiene specialist in the General Industry Safety and Health Division, Michigan Occupational Safety and Health Administration (MIOSHA), who serves as the agency’s Emergency Management Administrator, recently assisted the Michigan State Police in writing a grant application for funds from the Department of Homeland Security. He received this feedback: “I am working on the full responder safety investment justification, and wanted to let you know that this is one of the best inputs I received. Thanks for doing such an outstanding job with it!”

Also in MIOSHA: **Dennis Collins**, one of **Jim Pike’s** former supervisors, sent a note to **Ruth Hindman**, supervisor, Consultation Education and Training Division, where Jim now works. The note read, “I received a call from Dave Tebben from K&H Cutting requesting an ISA for an inspection that took place at the new Yazaki project. Dave wanted to let me know that he has been very impressed with Mr. Pike’s professionalism and his willingness to train employees at the job-sites in order to make them more knowledgeable in safety decisions. I informed him of Mr. Pike’s

new position with the CET division, and Mr. Tebben felt that Mr. Pike would be well suited in that position due to his willingness to provide quality training to employees. I think Mr. Pike deserves a pat on the back for an inspection well conducted.”

**Virginia Abdo**, Licensing Division, Bureau of Commercial Services, received compliments from a customer recently. The customer said, “I just wanted to thank you for being so prompt and very courteous in returning my calls and my e-mails. I would also like to apologize for the issues you have dealt with on my application.”

**Rita Burnett**, Licensing Division, Commercial Services, received this thank you note: “I cannot thank you enough. Getting a quick response from you was so nice. I imagine the volume of the type of questions you must get on a daily basis. I commend you totally! Your instructions and suggestions were very clear and concise. You made my day!” Rita also received this note from another happy customer: “You were so helpful to me today! I wasn’t expecting to get such a rapid response. Thank you for being patient with the problem fax machine that I am dealing with and thank you for giving me such peace in this transaction of mine! I thought this was going to be difficult to do over the phone. Again, thank you!”

**Amy Vallier** and **Linda Clewley**, Licensing Division, Commercial Services, were thanked in this note: “Amy, thank you for your help today with the licensing situation. I appreciate your patience and understanding. Thank you also to Linda for your help and kindness. I look forward to getting started in this new business here in Michigan. Again, thank you for your help.”

**Ann Millben**, Licensing Division, Commercial Services, received a handwritten response from the Michigan Association of Realtors, Public Policy Committee, in response to Ann’s attendance at a recent meeting: “Thanks again for taking the time to talk with our Public Policy Committee regarding online pre-licensure education. We really appreciate your expertise, and it was good to see you again. Take care.”